

**PATENTS**

**UNITED STATES PATENT AND TRADEMARK OFFICE**

Application:	09/944,676	Examiner:	Mosser
Filed:	08/31/2001	Art Unit:	3715
Inventor:	Burgin, et al.	Atty Ref.:	1160215-0538115
Title:	System and Method for Automated End-User Support		

---

**Confirmation No. 8505**

**RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Examiner Mosser:

In response to the Notice of Non-Compliant Amendment dated November 12, 2008, please amend the above referenced application as follows:

**Amendments to the claims** begin on page 2 of this paper.

**Remarks** begin on page 8 of this paper.